



The O'Brien Family Center Full-time Care FAQs

About the Center:

Where is the center located?

The center is located at 500 First Avenue, Pittsburgh PA 15219 in the PNC Firstside Center building.

What are the hours of operation?

The center will be open Monday through Friday from 7:30 a.m. to 6 p.m. It will remain open year-round; closing only on the days PNC is closed.

Eligibility and Availability:

Who is eligible to enroll in the center?

The O'Brien Center is available for use by *full-time* PNC employees, who can enroll their children, and any child for which they have legal guardianship (i.e. children of their spouse/domestic partner, a grandchild). Enrollment is not open to contractors or the community.

What ages will the center serve?

The center serves children ages 6 weeks through 12 years for back-up care, which includes camps for school age children. Additionally, full-time care is now available for those aged 6 weeks – 5 years.

What is the capacity and teacher-to-child ratio per age group?

Age Group	Teacher-to-Child Ratio	Group Size	Number of Classes
Infant	1 to 4	8	1
Toddler	1 to 5	15	1
Preschool	1 to 10	20	1

The ratios at the center are designed to support one-on-one interactions between the teachers and children, an in-depth understanding by the teachers of the individual needs of each child, and the formulation of consistent care-giving routines based on the teachers' knowledge of the individual children. These teacher-to-child ratios also support enhanced development, particularly language development. These ratios are inclusive of any children present for back-up care that day as well.

Is part-time child care available at the center?

Part-time care is not provided at this time. The only schedule available for full-time care is 5 days/week.

What is the process to withdraw a child from the center?

Families will be required to provide notice of intent to withdraw 30 days in advance of the last day of attendance.

If I am no longer employed by PNC, what is the last day that my child can use the center?

You may use the O'Brien Center through your last date of employment. Enrollment ends when you are no longer a PNC employee so please plan accordingly.

Enrollment Process:

How do I enroll my child?

Bright Horizons plans to open full-time care registration at 7:30 a.m. ET on Sept. 22, 2025. If you are interested in enrolling your child(ren), visit the [Family Information Center](#) to register and submit a \$150 registration fee per child. Initial offers will be made beginning Sept. 29. You can learn more about the enrollment process at family information sessions from noon to 1 p.m. and 7-8 p.m. Sept. 15 and at an Open House to be held at the O'Brien Center from 9 a.m. to 3 p.m. on Sept. 17 and 18.

How soon can I enroll my child if on the waitlist?

The length of time will vary depending on the size of the waitlist and the ages of the children. Bright Horizons will send periodic communications to keep you informed of your status on the waitlist and will do everything they can to ensure you are offered a space as soon as it becomes available. Families may decline an offer and maintain their current position on the waitlist once. After the second decline, their name will be moved to the bottom of the waitlist.

Tuition and Fees:

What are the tuition rates and how were they determined?

The monthly tuition rates listed below were established in alignment with comparable, high-quality child care centers in the surrounding area. Each year, Bright Horizons will conduct an extensive market study to determine the appropriate annual tuition rates so these are subject to change each year.

Age Group	Monthly Rates
Infant	\$2,127
Toddler	\$1,967
Preschool	\$1,675

Are meals and snacks included in the tuition rate?

Morning snack, lunch and an afternoon snack will be provided each day and are included in the tuition.

What other fees are required?

In addition to the tuition, you will be required to pay the following:

- **Registration Fee:** A registration fee of \$150 per child is due upon submission of the enrollment interest form. After the enrollment interest period ends, families will be contacted by a Bright Horizons representative to discuss enrollment or wait list status.
- **Enrollment Deposit:** An enrollment deposit equal to one month's tuition will be due when the enrollment offer is accepted. The enrollment deposit will be applied to the first month of tuition. If a family chooses not to enroll their child after accepting the enrollment offer, the enrollment deposit will be forfeited.
- **Annual Re-Registration Fee:** A \$150 fee per child will be required each subsequent year to cover annual administrative and licensing fees.

Is there a sibling discount?

No sibling discount is offered at this time.

Will I receive a tuition credit for time away on vacation?

The center will not offer vacation credits.

When is tuition billed and collected?

Tuition will be billed and collected monthly, on the 25th of each month, through the Family Information Center. We encourage families to sign up for automatic withdrawal.

How is tuition paid?

Tuition is paid monthly (due on the 25th of the month prior to care) in which autopayment can be set up via a debit card (credit cards will not be accepted). Example: February's monthly tuition will be due January 25.

To set up autopayment:

- Log into the **Family Information Center** and click the **Balance Due** button on the right-hand side of the screen, then click the **Set-up a Recurring Payment** link, which will take you to the online payment portal.
- From the **Make a Payment – Bright Horizons Auto-Pay** screen, where you will enter your payment information including bank routing number, account number, bank account type and bank account category. You may then select to keep the account on file and have the payment paid automatically each month.

About Bright Horizons:**Can you provide more background on Bright Horizons?**

Bright Horizons' core business is employer-sponsored care. They were founded more than 30 years ago and now partner with more than 1,000 employers across the U.S., as well as in Europe, Canada, and India. Their client list includes more than three-fourths of the companies on *Working Mother* magazine's "100 Best" list. In addition, their client list includes more than half of those named to FORTUNE magazine's "100 Best Companies to Work For." It should be noted that Bright Horizons has also been named to the FORTUNE list 19 times.

What curriculum will be used at the center?

Bright Horizons' successful core curriculum (Discovery Driven Learning) *World at Their Fingertips*, will be used at the center. To learn more about the Bright Horizons curriculum, please visit brighthorizons.com/early-education-preschool/proven-approach

What are the qualities and qualifications of the teaching and care staff?

Bright Horizons works to recruit and hire high quality teachers. Their staff are nurturers as well as educators who encourage learning through exploration and partnership with parents. They're trained to deliver a high standard of care. All candidates undergo a thorough screening, including a Bright Horizons enhanced background check and state-required background checks. All teachers must meet state educational licensing and additional center requirements.

What resources does Bright Horizons offer to families?

Bright Horizons offers many resources to support families' efforts to nurture children's development, be actively involved in their education, and balance work/life demands. See www.brighthorizons.com/family-resources for more details on these tools.

How does Bright Horizons ensure the health and safety of families and staff?

At all Bright Horizons centers, rigorous health and safety practices are a foundation of the way we care for children.

These include:

- An illness and daily health check policy that strives to mitigate the spread of illnesses
- Frequent cleaning and disinfecting of high-touch surfaces and toys; frequent laundering of soft items
- Regular maintenance of the center, equipment, and supplies, updating and replacing items as needed
- Secure entrances to all centers
- Strict handwashing and sanitary policies to prevent the spread of illnesses
- Curriculum that emphasizes healthy practices for children

Strict safety and security procedures are designed to keep our families and staff protected.

What is NAEYC accreditation?

Bright Horizons will follow the [National Association for the Education of Young Children's \(NAEYC\)](#) recommendations for staff-to-student ratios at the facility and plans to pursue NAEYC accreditation for the center. NAEYC has developed standards to define and recognize quality child care programs. In order to be accredited, a child care program must meet a variety of strict criteria, including having a well-trained faculty, good staff-child ratios, and group sizes and a comprehensive curriculum, as well as meet stringent health and safety standards. The program must also provide meaningful opportunities for family involvement.

Contact Information:

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